

HEATH J JOSEPH

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TECHNICAL SKILLS

- Microsoft 365 (Excel, word, PPT, Exchange, Azure Active Directory, Teams, & other services.
- Firewall Management (Palo alto, netgate, pfsense, and cisco.
- Virtualization (VMware, VMsphere, and Windows Virtualization tools)
- Database Design & Administration (oracle & azure DB)
- Cisco Router & Switches (CLI, Topology, and Physical Hardware repair and recovery)
- Computer Hardware & Software Troubleshooting
- Network Analysis (Netcat, Nmap, Wireshark, IDS/IPS, i.e. snort and Suricata)

SOFT SKILLS

- Customer service
- Communication (verbal, written, electronic)
- Advanced research

CERTIFICATIONS

- CompTIA (A+, Network+, Sec+)
- TestOut PC Pro Support, *July 2023*
- CCNA & CBROPS *Associate*

PROFFESIONAL EXPERIENCE

McDonald's Corporation, Crew Trainer/Manager

April 2022 – Present

- Lead and manage a team of 100+ to ensure Excellent customer service and operational efficiency.
- Train new employees in company policies, procedures And customer service techniques.
- Resolve customer issues promptly and effectively , enhancing overall customer satisfaction.
- Implement and oversee daily cleaning schedules to maintain health and safety standards.

EDUCATION

Valencia Community College, Orlando FL

Associates degree in Cybersecurity & Network Engineering 2026-2027

Associates degree in Information Technology 2022-2024

University of Central Florida, Orlando FL

Bachelor's in information technology 2025-2027